

Title: Update Report – Healthwatch Torbay

Wards Affected: All

To: Health and Wellbeing Board **On:** 12 February 2014

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1. Achievements since last meeting

1.1 **Community research volunteers** - Following discussions with Portsmouth Healthwatch we have managed to negotiate their trainer to provide a community research training programme to our staff and some of our volunteers. The aim of this training package is to enable our Healthwatch Champions to undertake research within their own community setting and be able to deliver information to Healthwatch Torbay about local issues. The training is designed to empower emerging Healthwatch networks with the relevant skills and expertise to conduct their own research projects and to outline how local community research can be conducted. Healthwatch needs to be in a position to gather community intelligence and evidenced based research from within local communities. This will be key in building up a supported community voice on issues affecting health and social care and will add credibility to the organisation.

The training will:

- How to plan your own research project
- Gathering information / data
- Presenting your findings, linked to the research template produced by the University

This is due to take place on the 5th February with volunteers attending a pilot of the programme.

1.2 **Achieve Integrated Public Engagement for less** - We are hosting an event on February 19th for invited key stakeholders to demonstrate the opportunity of working in partnership via an innovative new way of monitoring patient and public feedback.

Healthwatch Torbay is the independent watchdog for health & social care in Torbay, and one of its role is to monitor feedback, issues and opinions for services, including doctors, dentists hospitals & care homes.

New regulations in the 2012 Health & Social Care Act mean that the NHS needs to be far more patient-centred. Healthwatch Torbay sees that they can play a vital role in this.

The opportunity of developing a comprehensive platform and feedback centre for Torbay's Health & Social Care partners to manage patient experience is going to require a significant behavioural shift in the way that current health & social care services are reviewed.

Using this platform will provide Healthwatch the opportunity to collect data via multiple channels and devices which can be monitored effortlessly and allow healthwatch to reported on local services. As an independent consumer champion it will highlight poor services and acknowledge good ones. But much more essentially be join up health and social care feedback.

With the implementation of the Pioneer Bid in integrating health & social care services, there is no current accessible tool that integrates patient feedback from all partners. In developing a Local Rate and Review Service will ensure local people have the opportunity to feed back about health and social care services collectively.

This system will help Healthwatch Torbay to moderate information about local services more effectively using a "Trip Advisor" style developing , confidence, for local people so that it becomes the 'norm' for patients to feedback about the care and support they have received and have a clear mechanism to do this .

There is also opportunity for partners in health & social care to access up-to-date information, monitor services more closely and ultimately improve the quality of service in their organisation. . We hope that you will take the opportunity to attend our event on the 19th February at Paignton Library 9-30 - 12-30 to learn more and the unique opportunity this has.

- 1.3 **Southwest Citizens Assembly and Senate Council** - On April 1st 2013 NHS England Established 12 Strategic Clinical Networks (SCN) and Senate Teams. NHS describes the Clinical Senate as the body that "brings together a range of professionals to take an overview of health and healthcare for local populations and provides a source of a Strategic, independent advice and leadership on how services should be designed to provide the best care and outcomes for patients." The Southwest Vision is that the Senate will serve as the collective conscience of health and social care in the quest to develop high quality and sustainable health for the population of the Southwest.

The Senate Council will be the 'Steering Group' of the senate, led by the senate Chair and consisting of core membership of senior health and social care leaders, clinical experts and patient and public representatives. As far as possible, the selection of the Senate Council members will be geographically and professionally distributed. The Senate Council will take and overview of the strategic direction and the business of the Senate.

The Citizens Assembly will provide a strong patient and public voice to support the work of the clinical senate. A core membership of representatives will be nominated initially from Local Healthwatch organisations, of which there are 13 across the Southwest. There are future plans to develop the structure of the Citizens Assembly, but the vision is that that Citizens Assembly is an integral part of the infrastructure of the Senate enabling it to deliver its advice to commissioners with the full involvement patient members. The Citizens Assembly will debate issues of Strategic importance and look at wide areas of concerns to patients and Public across the Southwest England.

Applications were invited from local Healthwatches for a chair for the Citizens Assembly. Following a series of interviews, Christine Teller from Healthwatch Bristol was appointed as the chair for the Citizens Assembly. Four nominations are still to be identified from the Citizens Assembly which will commence in March 2014. Healthwatch Torbay's Pat Harris (CEO) and Patrick Canavan (Chair) are the representatives from Healthwatch Torbay. The first meeting took place on the 28th Jan 2014. Elle Devine, Senate manager, will be visiting all local areas in the Southwest meeting up with HWBB, CCG, Local Authority to advise of the work of the Senate and involvement of the local Healthwatch.

1.4 **Healthwatch England** – New research shows a shocking 1 in 3 of people report experiencing of knowing someone who has experienced abuse, neglect or malpractice whilst being cared for.

More than half of health and social service users who have experienced poor care in the last three years didn't report it because they didn't trust the system to act .

An overwhelming 94 per cent of people think the nation's health and social care services need improvement

These results from Healthwatch England demonstrate that the public has serious concerns about the way they are being treated and cared for. Yet on the surface satisfaction levels are high with almost three quarters of people stating that they receive good quality care. Healthwatch England believes this paper-thin veneer of satisfaction is stopping everyone from getting to grips with the widespread failures across our health and social care services.

Healthwatch England have presented eight consumer rights to help people to stand up for themselves and drive improvements in our care homes, hospitals and GP surgeries

Over the next twelve months Healthwatch England will be collecting evidence from the 152 networks of local Healthwatch on whether these rights are being respected and will be reporting on the findings to **Parliament**.

Healthwatch Torbay will also be testing these rights out locally over the coming months.

The eight core consumer rights covered are

- **The right to essential services:** we all the right to a set of basic and essential treatment and care services at a defined standard
- **The right to access** ;; we all have the right to access services on an equal basis with others, when we need them and in a way that works with families
- **The right to a safe, dignified and quality service:** we all the right to high quality safe services that treat us with dignity, compassion and respect
- **The right to information and education:** we all the right to information and education and how to take care of ourselves and what we are entitled to in the health and social care services
- **The right to Choose:** we all the right to choose from a high quality of service s, products and providers within the health and social care
- **The right to be listened to:** we all have the right to have our concerns and views listened to and acted upon. We have the right to be supported in taking action if we are not satisfied with the services we have received
- **The right to be involved:** we are equal partners in determining our own health and wellbeing. We have the right to be involved in decisions that affect our lives and those affecting services in our local community
- **The right to live in in a healthy environment :** we all have the right to live an environment that promotes health and well being

- 1.5 **Mock Assessments for Community Hospitals** - Following the Francis report and its recommendations “walk in my shoes”, Healthwatch Torbay and Healthwatch Devon have been asked to participate in a pilot scheme to visit patients on community hospital wards with key directors to ask patients about their experience direct. Our first visit will take place on the 11th February at Teignmouth Hospital.
- 1.6 **Consultation on Measure Up** - Following a discussion with James Drummond from the Carers Service, a review is needed on the next 2 year plan to provide Carers services. It has been requested for Healthwatch Torbay to undertake a survey involving carers on how existing services have measured up and to form the next strategy for 2015-17 for carers. A request has been put forward for James Drummond to attend the next HWBB meeting to discuss the proposals for the next measure up strategy.
- 1.7 **Dementia Project** – Our Dementia Guide Booklet for Care Homes has been produced and distributed to initially 30 care homes in the Torbay area (5 in Brixham, 10 in Paignton and 15 in Torquay), with a covering letter encouraging them to get 95% of their staff to read the information and answer a short questionnaire. Once they have undertaken this the TDAA will award the Care Home with a Purple Angel Award. Five volunteers have been identified to undertake follow up calls to Care Homes that do not respond. Following the initial pilot the booklet will be sent to all care homes in the Torbay area and could be developed to be sent to GP surgeries/dentists etc. The final report for the Dementia project should be completed by March/April 14.

On Saturday 8th February six Healthwatch Torbay volunteers/staff members are working in partnership with Torbay Dementia Action Alliance (TDAA) volunteers to approach businesses in the Brixham Town Centre with a view to speaking with shop owners and explain why it is so important to have an understanding of the emotional needs and behaviours of an individual with dementia. Hopefully this will encourage many businesses to sign up to the purple angel award scheme in the Brixham area.

- 1.8 **Cost of Wasted Medication** – Healthwatch Torbay received nearly 350 completed questionnaires on the Cost of Wasted Medication in Torbay Survey and a draft report was published last week. This has gone out to the South Devon and Torbay CCG for feedback and has been very well received. They are keen to discuss joint-working opportunities to discuss its recommendations and how they can be achieved.

Subject to further amends and analysis, initial findings from the draft report suggest people in Torbay are not aware of the issue with wasted medication – with a significant majority of people ordering every item on their repeat prescription stating that they need every item - there are still those that do so for other reasons, including: Out of routine; Out of fear they are going to lose an item; Reluctance to make a GP appointment and due to different items running out at different times (all are being ordered to avoid missing out).

In addition, there seems to be a lack of public awareness as to why certain medications are on their repeat prescriptions and of the side effects of medication. Also, many state they are not being offered regular health checks by a health professional. Recommendations include providing patients with more options during the repeat prescription process (e.g. a bi-monthly prescription) and conducting a wasted medication awareness campaign targeted at patients. The full report will be published online in February.

- 1.9 **GP Appointment Systems** - Other feedback in the above report highlighted a growing concern with the complexity of GP appointment systems, a view echoed in the data gathered from our September consultation caravan events. During these events, over 200 people spoken to in Torquay, Paignton & Brixham town centres; 25% of them commenting directly on having difficulty booking a GP appointment, and many of them raising the need for weekend GP appointments or 7 day surgeries. This view is mirrored amongst other feedback we have received via online, over the phone, or in person.
- 1.10 **New Children's Steering Committee** - Healthwatch Torbay is developing a young people's steering/project committee to develop a core group of service users to oversee the Young People work it undertakes and to have a more inclusive decision-making process. Further meetings will identify suitable candidates to be invited to join the steering group, and to identify a clear work programme for the coming year.
- 1.11 **Emotional Health & Wellbeing Report** - Following a Presentation given to the CCG and the distribution of the report to Public Health "Stigma of Mental Health" attendees, there are still concerns that there seems to be a lack of clarity as to who is actioning the recommendations from this report. We are

hoping to re-launch it to the media at a special 'Time For Change' event at Paignton library in February, which also hopes to raise awareness of mental health issues for young people.

- 1.15 **LOOK OUT – YOUNG INSPECTORS ABOUT** - The on-going recruitment, training, support and delivery of Young Inspectors has seen second training completed. Four of the Young Inspectors have been trained as peer-trainers to add to our twelve existing Young Inspectors. We await the Youth Service to complete processes re Accreditation (ASDAN). They have already delivered three Inspections – two pilots (evaluation requested by sites Inspected) and one non-pilot delivered to a youth project with a report in progress. All promotional materials are designed by group ready for distribution. Communications are in progress with reference to a delivery of Inspection in Torbay Hospital.
- 1.16 **Torbay Youth Power** - The on-going development of Healthwatch Torbay's Youth Forum Torbay Youth Power (TYP) has seen the group create a DVD highlighting Young People's Mental Health Stigma which has been shown at the Mental Health Stigma Conference (Public Health) and is available to view on the Young People section of our website. TYP are also having six weekly consultations at Torbay Studio School, with negotiations underway for work with South Devon College Health & Social Care students for next quarter.
- 1.17 **Disability Council** - To engage with Children with Disabilities/SEN and build relationships, focus groups were delivered for the Council for Disabled Children (CDC). A report has been completed by the CDC which the Healthwatch Torbay Youth Coordinator will present to SEND working parties.
- 1.18 **Bullying Kite-Marking** - A project proposal and terms of reference has been written for a funding bid for a Bullying Kite-Marking Project aimed at all schools/youth projects in Torbay. This will build on the development of Healthwatch Torbay's Mental Health/Bullying work with young people and help build relationships with a new partner in the Police Constabulary.
- 1.19 **Young People perceptions of Social Norms work** - Torbay Youth Power (TYP) is to run base-line consultations via an online Survey Monkey (on the TYP website & Facebook), Devon Studio School and possibly at South Devon College, of young people's perceptions of Social Norms with reference to Sexual Health/Drugs & Alcohol/Obesity, etc. There is the possibility of consultations with other schools as and when they engage.
- 1.20 **Complaints Leaflet** – Healthwatch Torbay have met with the CCG to identify a 6 Cs (recommendation from the Francis Report) leaflet, which highlights what good care looks like and what individuals should expect from services they receive. A draft copy is being produced with the main focus of Healthwatch Torbay as the point of contact for making complaints.
- 1.21 **Recent Patient Feedback** - Feedback received in the past month include problems: getting a referral to hospital pain clinic; with the time taken to get treatment on NHS through privatisation; the sudden withdrawal of funding to self-help groups (bi-polar group); lack of home visit by GPs; lack of

communication between hospital departments and family; GPs Slow to diagnosis and crisis team aftercare giving no warning of hospital discharge and not enough home support.

- 1.22 **Requests for Information** – In the past month we have received a formal request for information from the CCG for feedback from patients and Carers regarding GP services (information provided will be used to evidence patient experience to the Primary Care Redesign Board to influence their plan for the coming year), from the CQC for patient feedback on Torbay Hospital (related to outcomes of food and nutrition, equipment and complaints, and we are currently collating issues/complaints feedback to be submitted to Joint Complaints team meeting members (Inc. PALs at Hospital, PALs at CCG, SEAP, Complaints Manager Trust).

2. **Challenges for the next three months**

- 2.1 **Information and Advice Strategy** – The New Care reform Bill currently going through Parliament states that Information and advice is a critical factor in helping people find the care and support they need. The Government support recommendation's that local authorities have a consolidated duty in this area and that Information and Advice should be available to all that need it. Clause 4 in the bill states Information and advice should be available to all people in the local authority's area regardless of whether they have needs for care and support, or whether any needs they do have met the eligibility criteria. The information and advice service should, where it is reasonable, also cover care and support services that, while physically provided outside the authority's area are usually available to its local population. This duty would also include the requirement that local authorities must seek to ensure that people should be able to access an independent financial advice on the range of financial options relating to their care and support needs.

Healthwatch Torbay has a formal sign posting and information role. There are growing concerns that there is no clear information and advice strategy for Torbay and no clear on who is leading on this from the local authority and how this duty will be met.. . Several attempts over the past few months in meetings with John Bryant, CDT and other voluntary sector partners have failed to move this forward.

- 2.2 **Collaborative working** – As discussed in 1.4 above, we are hoping to work together with partners to develop an innovative new way of monitoring patient and public feedback. The necessary significant behavioural shift will prove difficult, but ultimately rewarding.

3 **Action required by partners**

- 3.1 **Collaborative working** - As discussed above and in 1.4, we are hosting an event on February 19th for invited key stakeholders to demonstrate the opportunity of working in partnership via an innovative new way of monitoring patient and public feedback. We would like to see support for an integrated feedback centre for health & social care services in Torbay and would like partner organisations to consider the possibility of joining with Healthwatch

Torbay to ensure that we can achieve the best outcome to make sure that this feedback centre is effective. By achieving this a lot more can be done for a lot less. We would appreciate attendance at our event in February to discuss further.

- 3.2 **Communication and Engagement** – The main reason for the existence of Local healthwatch is to draw on the experience and views of patients and the public to improve health and care services. On the commissioning side, it is important, therefore, to find ways of feeding in this experience and these views across the commissioning cycle. Healthwatch would like to ensure that they are involved in discussions and development in commissioning in the early stages of services in order they fulfil their public engagement duties. Healthwatch Torbay are developing their priorities for public engagement this year and it makes sense for this to be aligned with other statutory bodies public engagement strategy's, to share some strands of engagement whilst also allowing Local Healthwatch to operate completely independently when it wishes to do so.

Healthwatch would like its work plan to reflect, to some extent the priorities identified in the health and wellbeing strategy and in the CCGs and local authorities commissioning plans. Healthwatch can use its own intelligence networks to feed into the direction of travel of these plans and influence future developments.

Healthwatch Torbay request that there is opportunity to develop a more formalised arrangement with partners by an agreed Mou or as partnership agreement to include a common understanding on how healthwatch will engage including responding to proposed substantial variations in services.